



UNITED STATES
CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, DC 20207

Memorandum

DATE: December 17, 2001

TO : The Commission
Todd Stevenson, Secretary

THROUGH: Thomas W. Murr, Jr. *Thomas W Murr, Jr.*
Acting Executive Director

FROM : Alan Shakin, Acting General Counsel *Alan Shakin*

SUBJECT: Proposed Information Services Organizational Realignment

BALLOT VOTE SHEET

Attached is a proposed realignment of the information services office.

Please indicate your vote on the following options and forward to the Office of the Secretary
by JAN 8 2002

I. Approve the proposed realignment as drafted.

(Signature)

(Date)

II. Approve the proposed realignment with changes (please specify).

(Signature)

(Date)

III. Do not approve the proposed realignment.

(Signature)

(Date)



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WASHINGTON, DC 20207

Memorandum

Date: December 17, 2001

TO : Thomas H. Moore
Acting Chairman
and
Mary Sheila Gall
Commissioner

FROM : Thomas W. Murr, Jr. 
Acting Executive Director

SUBJECT : Proposed Information Services Organizational Realignment

Attached is a recommendation by the Office of Information Services to realign its current organization. The proposed change allows us to better meet the needs of CPSC by focusing resources on our two primary areas of concern – network/user services and our growing electronic information resources. I agree with the EXIS proposal and, with the approval of the Commission, intend to implement it no sooner than 10 days from the date of Commission approval.

Basically, the realignment divides the current Information Systems Division into two parts – Network/User Services and Information Management. The Information Management Division also includes responsibility for the CPSC website. Because all of our information systems are evolving toward a web-based architecture, this change allows us to manage all of the agency's electronic information, regardless of whether it's web-based information or database information, as a single resource. As a result, we will be able to manage it better, and CPSC and the public will be able to make more efficient use of it.

I am notifying you of this realignment pursuant to the Commission's November 30, 1976 policy statement. Because this realignment pertains to divisions, a Commission vote is not required. However, as I believe it to be preferable here, I am forwarding this proposal with a ballot vote sheet for Commission approval.

Attachment

Cc:
Patrick Weddle, EXIS

EXIS Organizational Proposal

Patrick Weddle
Office of Information Services
November 2001

Introduction

In creating the U.S. Consumer Product Safety Commission in 1973, Congress emphasized the importance of widespread sharing of information by the agency. Information continues to be an invaluable resource for agency decisions and is also a valuable resource to the public. Burgeoning Internet access has only helped foster our ability to provide better and more efficient access to our life saving information. The Office of Information Services is responsible for administering information technology (IT) resources within CPSC and insuring that information is available to the Commission and to the public in an efficient and timely manner. It's important that the Office of Information Services be organized in a manner that takes the best advantage of our limited resources to provide information services as efficiently as possible.

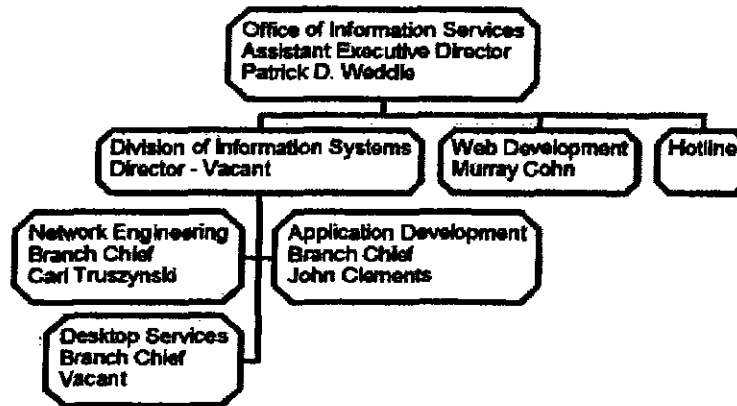
Recently, we created a new position within EXIS, the Director of Planning and Policy. The Director is responsible for insuring that we meet all Federal laws, guidelines, etc. and that we develop an information architecture that is tied to the agency's core business and strategic plan. Bob O'Bryan has been reassigned to this position to take advantage of his many years of Federal IT experience and his experience with information systems at CPSC. In addition, we recommend that the functions of the Office of Information Services be realigned to provide better administration and development of CPSC IT resources and information.

Current Structure

Currently, EXIS is composed of several separate functional areas:

- 1) The Division of Information Systems (ISIS) – responsible for database application development and maintenance, network development and maintenance, and user support;
- 2) Web Services – responsible for developing and administering the CPSC Web site; and
- 3) the Hotline.

Office of Information Services - Current



Limitations of the current organization structure

1. Many of the functional areas within EXIS have overlapping functions.
 - Responsibility for all of the network design and management should be with the Network Engineering Branch so that security and performance issues can best be addressed. This is not consistent with the way the organization is currently structured.
 - The Web site requires network resources and its implementation affects the overall design of the CPSC network. This can potentially affect network security and overall performance of the network.
 - Additionally, we are beginning to implement Web-based database applications. The ISIS Applications Development Branch develops these applications, and they run on the Web server. More applications will be placed on the Web server in the future, requiring continuing overlap of the Web and our database applications.
 - Responsibility for applications development and management of the Web content should be placed in one area so that an overall design can be developed that encompasses all relevant information.

2. Information can best be managed if responsibility for an overall information architecture that includes database information, Web content and electronic documents and files (electronic record keeping) is placed within one group.
 - In the recent past, the IT environment operated largely with structured database information. Our systems ran on mainframe computers. The notion of integrating the information into a comprehensive information warehouse didn't exist. The IT environment has changed dramatically in recent years and information is now available in many different electronic forms. We create word processing documents and e-mail messages, etc, replacing paper copies with electronic versions, easily stored. These other types of information are important as agency records and for information sharing. A true information system must be able to not only make database information or electronic documents accessible, it must encompass these types of electronic information and others, including video and graphic information, into one comprehensive system.
 - This approach will allow us to manage information as required by OMB A-130 and meet the GISRA and GPEA requirements. These acts and guidance demand that our information be managed more comprehensively.
3. Information that we provide to, and receive from, the public including Web site information and Hotline information, should be developed and managed in a consistent fashion.
 - Information on our Web site should complement our Hotline and Fax-on-Demand services. Although we probably need to have a more comprehensive look at how we share information with the public through FOIA, Public Affairs, and the Clearinghouse at some point, positioning the Hotline and Web services in a single group should help us provide more consistent information to the public.

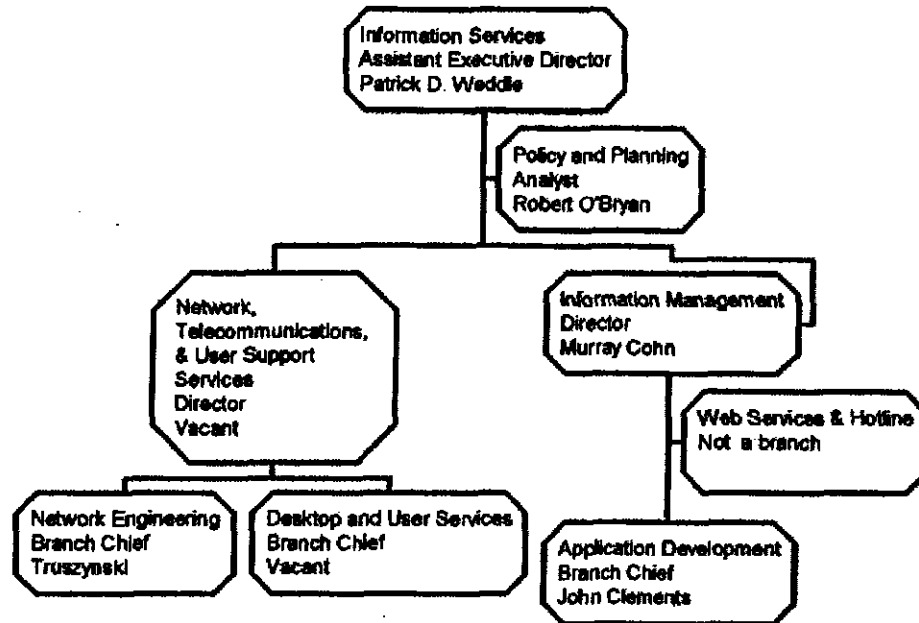
Recommendation

The Office of Information Services recommends that several of the EXIS functional areas be realigned within EXIS to provide better administration of information and resources. This change should enhance the effectiveness of the technical work within the Directorate since each division represents very different but important areas of technical specialty. Restructuring the organization in this way eliminates inconsistencies in the administration of information and resources.

We recommend that two divisions composed of all of the areas under EXIS be created.

- 1) Information Management – responsible for all CPSC electronic data. This includes database applications, Web site, electronic document management and the Hotline.
- 2) Network, telecommunications, and User Support Services – responsible for administration of the network, telephone systems, Help Desk, property, etc.

Office of Information Services - Proposed



- The current Division Director of Information Systems position will become the Division Director of Network, Telecommunications, and User Support.
- The Division Director of Information Management position will be filled by Murray Cohn. This allows us to take advantage of Mr. Cohn's experience as a CPSC division director and his familiarity with CPSC's information requirements gained from his program experience and his experience as our Web Master. By combining some of the areas where we manage electronic information, we can develop strategies that make better use of our resources and provide access to information in a more efficient manner.